ATTENDANT CONSOLE
USER GUIDE
RELEASE 1.10

talkswitch®

ANSWERS WITH INTELLIGENCE®

Copyright Information

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ABOUT ATTENDANT CONSOLE

TalkSwitch Attendant Console is an application add-on to the TalkSwitch system. It allows you to monitor telephone lines, VoIP lines and extensions, and to perform call handling. Call handling includes putting calls on hold, and transferring, parking and redirecting calls. With Attendant Console you can also page users, call users, and chat with users through text messaging.

Attendant Console includes two components:

• Attendant Console Communications Manager connects Attendant Console to the TalkSwitch system. Only one instance of Attendant Console Communications Manager is required per system.

• Attendant Console Client allows you to monitor telephone lines, VoIP lines and extensions, and to perform call handling. Up to 64 instances of Attendant Console Client can be customized and used per system. The figure below shows the main **TalkSwitch Attendant Client** window.
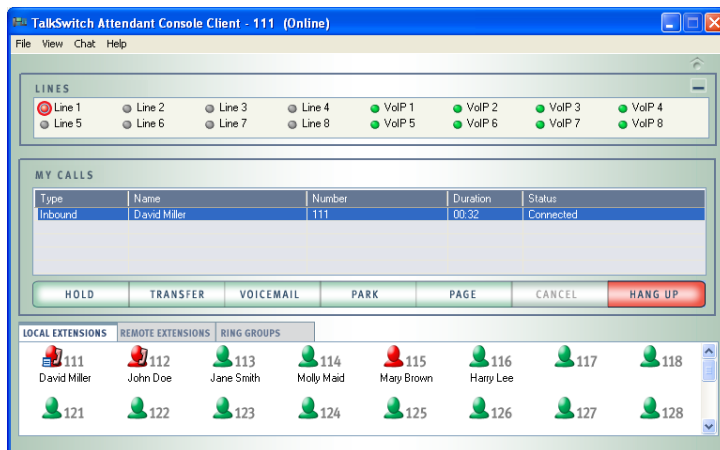
CONVENTIONS

TalkSwitch documents use the following conventions:

Italic
Italicized text highlights field names, and indicates references to other TalkSwitch documents.

Bold
Bolded text highlights menu commands, window names, and button names.

"Italic"
Italicized text in quotes highlights TalkSwitch system voice prompts heard over a telephone.

<Italic>
Italicized text in brackets highlights text for you to type.

FEATURES AND BENEFITS

Attendant Console has the following features and benefits:

- Uses drag-and-drop to call or transfer a call to another local extension, remote extension, or extension ring group.
- Displays the status of the local extensions (i.e. available for call, available for chat, ringing, on hold, parked, busy, or do not disturb).
- Allows you to monitor and easily engage any call in your call queue, and to redirect a call to your local extension.
- Provides instant text messaging between Attendant Console users. Confirm availability before transferring calls, exchange essential information, send and receive links: the chat feature is your private channel to manage your calls and callers.
- Offers a custom user interface with your choice of colors and sounds.
- Displays your selection of telephone lines, VoIP lines, local extensions, remote extensions, and extension ring groups.
- Eliminates the high cost of hardware-based manual switchboards.
- Has an easy-to-use interface that requires minimal training of the operator and reduces the chance of error.
- Makes call transactions quickly for improved customer satisfaction.

SYSTEM REQUIREMENTS

Phone system

TalkSwitch VS, CVA or 48-CA model phone system, running fully updated software and firmware.

TalkSwitch phone system software for your region and language is available via the Downloads links at **http://global.talkswitch.com**.

Operating system

- Windows 2000
- Windows XP
- Windows Vista (32-bit)
- Server 2003

Computer hardware

Item	Attendant Console Communications Manager		Attendant Console Client	
	Minimum	**Recommended**	**Minimum**	**Recommended**
Hard Drive	30MB	30MB	30MB	30MB
RAM	512MB	1GB	256MB	512MB
CPU	Pentium 3 @ 1GHz	Pentium 4 @ 2+GHz	Pentium 2 @ 400 MHz	Pentium 3 @ 500 MHz
Screen	800x600 16-bit color	1280x1024 32-bit True Color	1024x768 16-bit color	1280x1024 32-bit True Color
Network Speed	128 Kbits/sec	256+ Kbits/sec	128 Kbits/sec	256+ Kbits/sec

LAN configuration

For better performance, connect the server running Attendant Console Communications Manager to the same LAN (local area network) as the clients running Attendant Console Client. Connecting to the server outside the LAN, via the Internet or other network does introduce lag time into communications.

UPDATING ATTENDANT CONSOLE

The Attendant Console applications come with an Auto Update utility. It automatically checks for new versions of software. When Auto Update detects a new version, it prompts you to download the latest version of Attendant Console. It then updates Attendant Console Communications Manager on the server.

Once Attendant Console Communications Manager is updated on the server, and the clients reconnect, the users will be prompted to update their versions of Attendant Console Client. **Users must allow the update for Attendant Console Client to operate.** Auto Update will automatically copy the installer from the server and will then start the installation process.

Software updates and compatibility information for your region and language are also available via the Downloads and Support links at **http:// global.talkswitch.com**.

ATTENDANT CONSOLE COMMUNICATIONS MANAGER

Attendant Console Communications Manager runs as a Windows service and manages the exchange of information with the TalkSwitch system. It does not need to be installed on a server class PC. Only one instance of Attendant Console Communications Manager is required for the Attendant Console Client applications to exchange data with the TalkSwitch system.

ATTENDANT CONSOLE COMMUNICATIONS MANAGER ICON

When Windows is started, Attendant Console Communications Manager will automatically start and connect to the TalkSwitch system. The **Attendant Console Communications Manager** icon will appear in the system tray. The Icon state indicates the status of the Windows service, and whether Attendant Console Communications Manager is connected to the TalkSwitch system. Right-clicking the icon displays a Pop-up menu.

TalkSwitch Attendant Console software installation includes Apple Inc's Bonjour software for automatic discovery of TalkSwitch equipment on your network.

Icon state

	Windows service stopped, Attendant Console Communications Manager not connected to TalkSwitch system.
	Windows service running, Attendant Console Communications Manager not connected to TalkSwitch system.
	Windows service running, Attendant Console Communications Manager connecting to TalkSwitch system.
	Windows service running, Attendant Console Communications Manager connected to TalkSwitch system.

Pop-up menu

Right-clicking the Attendant Console Communications Manager icon displays a pop-up menu that allows you to:

- Start or stop the Windows service
- Manually connect to or disconnect from the TalkSwitch system
- Open the Attendant Console Communications Manager Administration window
- Open the TalkSwitch Attendant Client window
- Determine the Attendant Console version number
- Remove the Attendant Console Communications Manager icon

Starting the Windows service

The Windows service must be running in order for Attendant Console Communications Manager to connect to the TalkSwitch system.
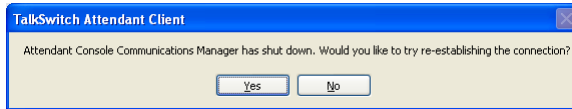
1. Right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Start the Service**.

   Once the Windows service is started, the command toggles to **Stop the service**.

Stopping the Windows service

1. Right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Stop the Service**.

   Users running Attendant Console Client get the following message indicating that Attendant Console Communications Manager has shut down. If they click **Yes**, Attendant Console Client will attempt to reconnect. If they click **No**, then Attendant Console Client shuts down.

   Once the Windows service is stopped, the command toggles to **Start the service**.

Manually connecting to the TalkSwitch system

1. Right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Connect to TalkSwitch**.

   Once the connection is established, users can start Attendant Console Client. The command toggles to **Disconnect from TalkSwitch**.

Disconnecting from the TalkSwitch system

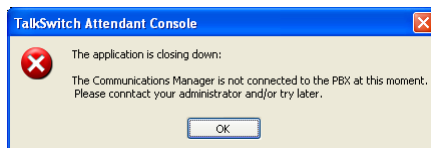1. Right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Disconnect from TalkSwitch**.

   Users running Attendant Console Client get the following message indicating that Attendant Console Communications Manager is not connected. The instances of Attendant Console Client then shut down. The command toggles to **Connect to TalkSwitch**.

Determining the Attendant Console version number

1. Right-click the **Attendant Console Communications Manager** icon in the system tray, and then select **About TalkSwitch Attendant Communications Manager**.

   A window appears showing the version number.

   Alternatively, you can choose **Help > About** in the **TalkSwitch Attendant Client** window.

Removing the Attendant Console Communications Manager icon

1. Right-click the **Attendant Console Communications Manager** icon in the system tray, and then select **Exit**.

   The icon is removed from the system tray, however Attendant Console Communications Manager remains in its state (service running or stopped, connected or disconnected from TalkSwitch).

Restoring the Attendant Console Communications Manager icon

1. Click **Start > Programs > TalkSwitch Attendant Console 1.10 > TalkSwitch Attendant Console Server Tray**.

   The icon appears in the system tray.

ATTENDANT CONSOLE COMMUNICATIONS MANAGER ADMINISTRATION WINDOW

The **Attendant Console Communications Manager Administration** window contains the parameters for the connection with the TalkSwitch system, the user permission levels, and a list of users who are connected to Attendant Console. It also allows you to activate a demonstration version of Attendant Console. The window contains the following tabs:

- Communication tab
- User Permissions tab
- Connected Clients tab
- Activation tab

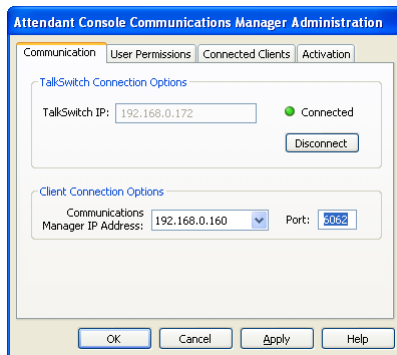### Opening the Attendant Console Communications Manager Administration window

1. Right-click the **Attendant Console Communications Manager** icon, and then select **Configuration**.

   The **Attendant Console Communications Manager Administration** window appears.

   Alternatively, you can choose **View > Communications Manager Options** in the **TalkSwitch Attendant Client** window.

COMMUNICATION TAB

The *Communication* tab shows the state of the connection to the TalkSwitch system, contains the connection parameters, and allows you to connect to or disconnect from the TalkSwitch system.

Connection

The *Connection* indicator has three states:

• Green indicates Attendant Console Communications Manager is connected to the TalkSwitch system.

• Yellow indicates Attendant Console Communications Manager is connecting to the TalkSwitch system.

• Red indicates Attendant Console Communications Manager is disconnected from the TalkSwitch system.

TalkSwitch IP

Attendant Console Communications Manager auto-discovers the *TalkSwitch IP* address. This is the IP address of the TalkSwitch unit. You only need to enter it manually if the TalkSwitch unit cannot be discovered.

Communications Manager IP Address

The *Communications Manager IP Address* list shows the IP address of the NIC (network interface) card in the computer running Attendant Console Communications Manager.

Attendant Console Client will auto-discover the *Communications Manager IP Address* when started. If Attendant Console Client is connecting from a remote location, and cannot auto-discover the IP address, the user must manually enter the address from the *Communications Manager IP Address* list.

Port

The *Port* box shows the connection port number. If required, users will enter this into the *Communications Manager Port* box when starting the client.

Manually connecting to the TalkSwitch system

1. Click the **Connect** button. The button toggles to **Disconnect**.

   Alternatively, you can right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Connect to TalkSwitch**.

   Once the connection is established, users can start Attendant Console Client.

Disconnecting from the TalkSwitch system

1. Click the **Disconnect** button. The button toggles to **Connect**.

    Alternatively, you can right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **Disconnect from TalkSwitch**.

    Users running Attendant Console Client get the following message indicating that Attendant Console Communications Manager is not connected. The instances of Attendant Console Client then shut down.
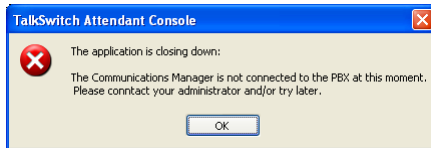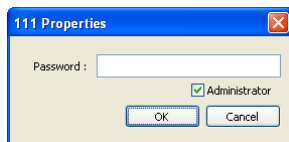

USER PERMISSIONS TAB

The *User Permissions* tab shows the users who have permission to run Attendant Console Client, as well as their permission levels. You can add or remove users, and can assign passwords and permission levels.
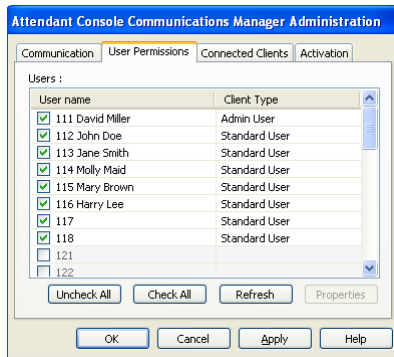
Adding a user

1. Select the check box beside the user name. The **Properties** window appears.

2. Optionally enter a password in the *Password* box. A password prevents other users from logging in with the extension number. The password can be 1 to 31 alphanumeric characters long.

3. Optionally select the *Administrator* check box. The Administrator permission level enables the **View > Communications Manager Options** menu command in Attendant Console Client.

Removing a user

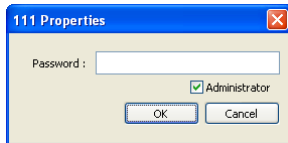1. Clear the check box beside the user name.

Adding all users

1. Click the **Check All** button.

Removing all users

1. Click the **Uncheck All** button.

### Setting the password and permission level

1. Select the user name, and then click the **Properties** button. The **Properties** window appears.

2. Optionally enter a password in the *Password* box. A password prevents other users from logging in with the extension number. The password can be 1 to 31 alphanumeric characters long.

3. Optionally select the *Administrator* check box. The Administrator permission level enables the **View > Communications Manager Options** menu command in Attendant Console Client.

CONNECTED CLIENTS TAB

The *Connected Clients* tab shows users currently running Attendant Console Client, as well as their permission levels. The Admin user also appears if the **Attendant Console Communications Manager Administration** window was started on the computer running Attendant Console Communications Manager.
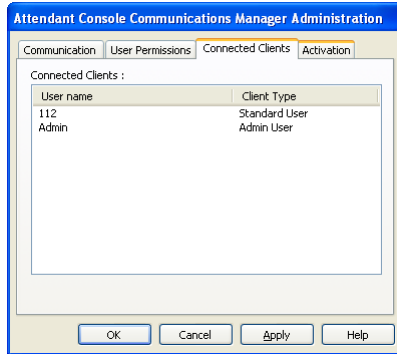
ACTIVATION TAB

The *Activation* tab allows you to permanently activate a demonstration version of Attendant Console.
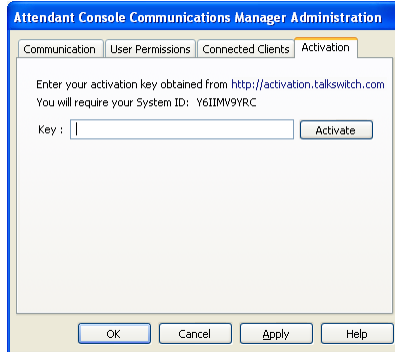
Activating Attendant Console

1. Purchase a license code from a reseller or from **shop.talkswitch.com**.

2. Go to **activation.talkswitch.com**.

3. When prompted, enter the license code.

4. When prompted, enter the system ID from the *Activation* tab. The activation key will appear.

5. Enter the activation key into the *Key* box of the *Activation* tab, and then click **Activate**. A confirmation window appears and requests a reboot of the TalkSwitch system to complete the process.

6. Click **OK**.

CHAPTER 3

ATTENDANT CONSOLE CLIENT

Attendant Console Client allows you to monitor telephone lines, VoIP lines and extensions, and to perform call handling. Up to 64 instances of Attendant Console Client can be customized and used per system.

The **TalkSwitch Attendant Client** window shows the telephone lines, VoIP lines and extensions, and allows you to perform call handling.

You can customize Attendant Console Client using the **Client Preferences** window.

STARTING ATTENDANT CONSOLE CLIENT

Before starting Attendant Console Client:

- The Windows service of Attendant Console Communications Manager must be running. See Starting the Windows service.

- Attendant Console Communications Manager must be connected to the TalkSwitch system. See *Manually connecting to the TalkSwitch system* on page 7.

1. Start Attendant Console Client using one of the following methods:

   - Double-click the **TalkSwitch Attendant Client** icon on your Desktop.

     TalkSwitch
     Attendant
     Client 1.10

   - Click **Start > Programs > TalkSwitch Attendant Console 1.10 > TalkSwitch Attendant Console Client**.

   - On the server, right-click the **TalkSwitch Attendant Console Communications Manager** icon in the system tray, and then select **TalkSwitch Attendance Console Client**.

The following window appears, indicating that Attendant Console Client is searching for Attendant Console Communications Manager.
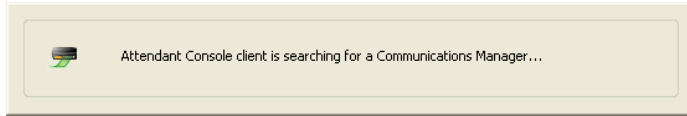
The **TalkSwitch Authentication** window then appears.

2. Enter your *Extension* number.

3. Optionally enter your *Password*.

4. Optionally select the *Save password* check box to store your password for future sessions.

5. Attendant Console Client auto-discovers the *Communications Manager IP* address. This is the IP address of the NIC card in the computer running Attendant Console Communications Manager.

   If Attendant Console Client is connecting from a remote location, and cannot auto-discover the IP address, then manually enter the address from the *Communications Manager IP Address* list in the *Communication* tab of the **Attendant Console Communications Manager Administration** window.

6. If required, enter the *Communications Manager Port* number. This is the connection port number of the server running Attendant Console Communications Manager. Use the port number from the *Port* box in the *Communication* tab of the **Attendant Console Communications Manager Administration** window.

7. Click the **Connect** button. The **TalkSwitch Attendant Client** window appears.

TALKSWITCH ATTENDANT CLIENT WINDOW

The **TalkSwitch Attendant Client** window shows the telephone lines, VoIP lines and extensions, and allows you to perform call handling. The window is divided into three areas:

• Lines area

• My Calls area

• Extensions area

LINES AREA

The *Lines* area lists all your telephone lines and VoIP lines. They are represented with an indicator light and the number of the line. The indicator light shows the line state.

The *Lines* area can be hidden or shown. Telephone lines can be displayed with the default label or with the associated phone number.
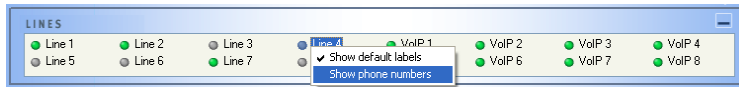
If you mouse over a telephone line after it starts ringing and the Caller ID has been captured, the window will display the Caller ID information.

Toggling the Lines area

1. To hide the *Lines* area, choose **View > Minimize Phone Lines**.

2. To show the *Lines* area, choose **View > Maximize Phone Lines**.

Alternatively, you can hide and show the *Lines* area by clicking the icon in the top right corner of the area.

Configuring the Lines area

1. To use default labels, right-click the *Lines* area, and then select **Show default labels**.

2. To use phone numbers, right-click the *Lines* area, and then select **Show phone numbers**.

Line states

●	Solid green	The line is available.
◉	Solid red	The line is in use/connected.
✷	Flashing red	The line is ringing, on hold, or parked.
◐	Solid gray	The line is not connected.

MY CALLS AREA

The *My Calls* area shows your current call activity, and has buttons to perform call handling. See *Using Attendant Console Client* on page 29 for information on how to handle calls.

My Calls list

Type	*Inbound*, *Outbound*, or *Intercom*. An inbound call is to your office. An outbound call is from your office. An intercom call is between two local extensions.
Name	The name of the caller (Caller ID).
Number	For outbound calls, the number dialed. For inbound calls, the Caller ID information. For intercom calls, the other local extension number.
Duration	The duration of the call. If the call is put on hold, the clock switches to 0:00 and shows the hold time. When the call is taken off hold, the clock returns to the connect time.
Status	*Connected*, *Initiated*, *Ringing*, *Voicemail*, *Holding*, or *Parked*.

My Calls buttons

|	
HOLD/ UNHOLD	Puts a call on hold, or takes a call off hold.
TRANSFER	Transfers a call to a local extension, remote extension, or extension ring group.
VOICEMAIL	Transfers a call to your voicemail, local extension voicemail, remote extension voicemail, or to general voicemail.
PARK/UNPARK	Puts a call on hold in a park orbit (500–509), or displays a list of parked calls.
PAGE	Pages an extension ring group, intercom, or overhead PA system.
CANCEL	Cancels a screened transfer while the other user's local extension is ringing.
HANG UP	Disconnects the call.

EXTENSIONS AREA

The *Extensions* area shows extension icons. The extension icon shows the extension's state, as described below. The extension number and user's name appears with each extension icon.

The *Extensions* area can either show the local extensions, remote extensions and extension ring groups all together, or in separate tabs.

Extension states

	Solid green	The local extension is available to receive a call.
	Solid green with note	The local extension is available to receive a call or text message.
	Red/gray flashing fast	The local extension is ringing.
	Solid red with no receiver	The local extension is on hold or parked.
	Solid red with note	The local extension is on hold or parked, but is available to receive a text message.
	Solid red with receiver	The local extension is busy.
	Solid red with receiver and note	The local extension is busy, but is available to receive a text message.
	Gray	The local extension has Do not Disturb mode enabled. It is not available to receive a call or text message.
	Gray	Unregistered IP extension.
	Green	Remote extension. No status information is available.
	Blue	Extension ring group. No status information is available.

GETTING HELP

Starting online help

1. Choose **Help > Attendant Console Help**.

   Online help starts for Attendant Console.

Opening the user guide

1. Choose **Help > User Guide (PDF)**.

   The *Attendant Console User Guide* opens.

Determining the Attendant Console version number

1. Choose **Help > About**.
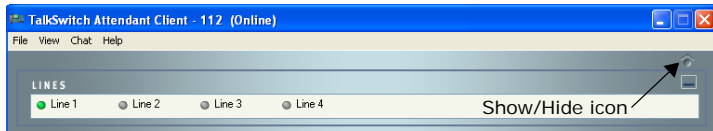
   A window appears showing the version number.

   Alternatively, you can also right-click the **Attendant Console Communications Manager** icon in the system tray, and then select **About TalkSwitch Attendant Communications Manager**. This is available on the server only.
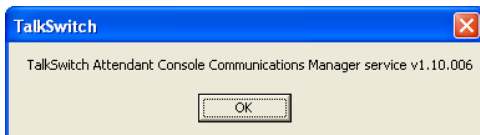
CONFIGURING ATTENDANT CONSOLE WINDOWS

Toggling the menu commands

1. Click the **Show/Hide** icon to toggle display of the menu commands.

Alternatively, mousing over the title bar will cause the hidden menu commands to appear.

Closing the TalkSwitch Attendant Client window

1. Choose **File > Exit**.

   The **TalkSwitch Attendant Client** window closes.

Opening the Attendant Console Communications Manager Administration window

Only users with Administrator permission level can open the **Attendant Console Communications Manager Administration** window from Attendant Console Client.

1. Choose **View > Communications Manager Options**.

   The **Attendant Console Communications Manager Administration** window appears.

   Alternatively, you can also right-click the **Attendant Console Communications Manager** icon, and then select **Configuration**. This is available on the server only.

CLIENT PREFERENCES WINDOW

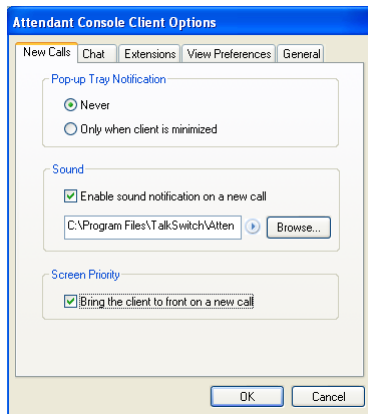The **Client Preferences** window contains the following tabs:

- New Calls tab
- Chat tab
- Extension Preferences tab
- View tab
- General tab

Opening the Client Preferences window

1. Choose **View > Client Preferences**. The **Client Preferences** window appears.
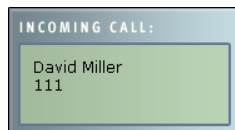
New Calls tab

The *New Calls* tab sets how Attendant Console Client reacts when you receive a new call.

Pop-up Tray Notification
The *Never* option disables pop-up call notification.

The *Only when client is minimized* option provides a small pop-up call notification when you receive a new call, if the **TalkSwitch Attendant Client** window is minimized.

Sound

Selecting the *Enable sound notification on a new call* checkbox plays the selected .wav file when you receive a new call. This provides an alternative to your phone ringer.

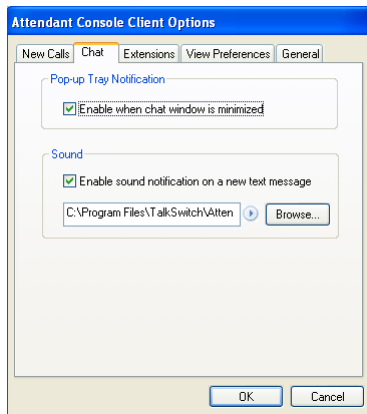The **Play** icon plays the selected .wav file.

The **Browse** button allows you to select the .wav file. Attendant Console comes with several .wav files. They are located in the \Program Files\TalkSwitch\Attendant Console 1.10\Sounds folder.

Screen Priority

Selecting the *Bring the client to front on a new call* check box brings the **TalkSwitch Attendant Client** window in front of the other applications when you receive a new call. This is useful if your computer shares a monitor for call handling and other work.

Chat tab

The *Chat* tab sets how Attendant Console Client reacts when you receive a new text message.

Pop-up Tray Notification

The *Enable when chat window is minimized* option provides a small pop-up notification when you receive a new text message, if the **Talking to** window is minimized.

Sound

Selecting the *Enable sound notification on a new text message* check box plays the selected .wav file when you receive a new text message.

The **Play** icon plays the selected .wav file.

The **Browse** button allows you to select the .wav file. Attendant Console comes with several .wav files. They are located in the \Program Files\TalkSwitch\Attendant Console 1.10\Sounds folder.

Extension Preferences tab

The *Extension Preferences* tab sets the action that occurs when you double-click an extension icon. The extension must be available for the action to occur. The tab also sets up the *Extensions* area of the **TalkSwitch Attendant Client** window.
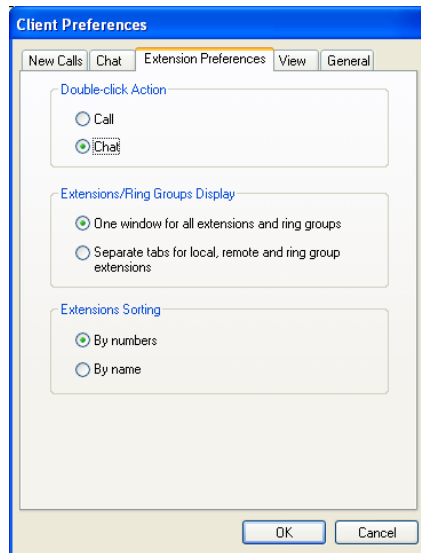
Double-click Action

The *Call* option will place your extension and the extension you are calling in intercom mode, and both extensions will ring.

The *Chat* option will open the **Talking to** window on your computer. After you type and send the message, it will pop-up on the other user's computer.

Extensions/Ring Groups Display

The *One window for all extensions and ring groups* option displays the local extension icons, remote extension icons, and extension ring group icons all together in the *Extensions* area.

The *Separate tabs for local, remote and ring group extensions* option displays the local extension icons, remote extension icons, and extension ring group icons in separate tabs in the *Extensions* area.
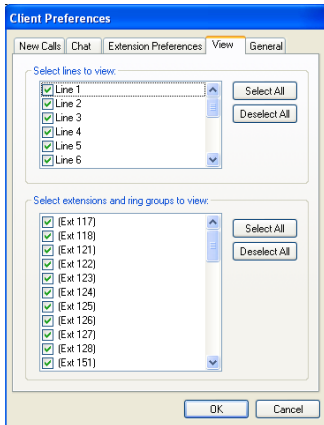
Extensions Sorting

The *By numbers* option sorts the extensions by extension number

The *By name* option sorts the extensions by user name.

View tab

The *View* tab allows you to select the telephone lines, VoIP lines and extensions that appear in the **TalkSwitch Attendant Client** window.

Clicking **Select All** selects all the lines, VoIP lines and extensions.

Clicking **Deselect All** clears all the lines, VoIP lines and extensions.

General tab

The *General* tab sets how the **TalkSwitch Attendant Client** window is minimized, whether Attendant Console Client starts automatically after Windows is started, the duration of pop-up messages, and the color scheme.
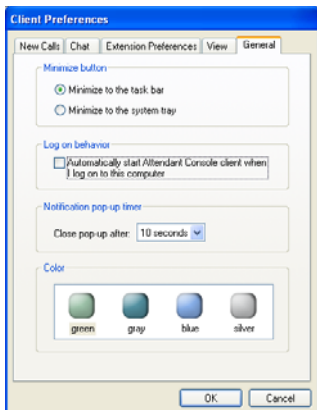
"Minimize" button

The *Minimize to the task bar* option will minimize the **TalkSwitch Attendant Client** window to a task bar icon as shown below.

The *Minimize to the system tray* option will minimize the **TalkSwitch Attendant Client** window to a system tray icon as shown below.

Click the task bar icon or system tray icon to restore the window.

Log on behavior

Selecting the **Automatically start Attendant Console client when I log on to this computer** check box will automatically start Attendant Console Client after you start Windows.

Notification pop-up timer

The *Close pop-up after* list sets how long a notification message will remain on your computer when you receive a call or chat. Choices range from *5 seconds* to *30 seconds*.

Color scheme

The *green*, *gray*, *blue*, and *silver* options set the color scheme of the **TalkSwitch Attendant Client** window.

CHAPTER 4

USING ATTENDANT CONSOLE CLIENT

Attendant Console Client provides all of the functions required for handling incoming and outgoing calls. The call handling functions are available by right-clicking a call in the *My Calls* area, or by using the buttons.
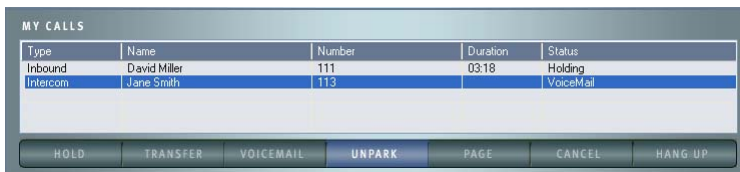
The call handling functions include:

• Hold/Unhold

• Transfer

• Transfer to Voicemail

• Park/Unpark

• Page

• Cancel

• Hang Up

• Redirect

You can also Chat with another user through text messaging, or can Call another user. These functions are available by right-clicking an extension in the *Extensions* area.

HOLD/UNHOLD

You can put a call on hold so you can hang up without losing the caller. This way you can answer another call, call someone else, or speak privately to someone in your office. You can have multiple calls on hold at once. Take a call off hold to speak with the caller.

Putting a call on hold

1. Click **HOLD**. The **HOLD** button changes to **UNHOLD**. *Duration* resets to show the hold time. *Status* changes to *Holding*.

   Alternatively, you can right-click the call in the *My Calls* area, and then select **Hold**. You can also double-click the call in the *My Calls* area.

Taking a call off hold

1. If you have multiple calls on hold, select the call in the *My Calls* area.

2. Click **UNHOLD**. The **UNHOLD** button changes to **HOLD**. *Duration* returns to the connect time. *Status* changes to *Connected*.

   Alternatively, you can right-click the call in the *My Calls* area, and then select **Un-Hold**. You can also double-click the call in the *My Calls* area.

Example

David Miller is talking to Mary Brown. *Duration* shows the connect time. *Status* shows *Connected*.

David puts Mary on hold by clicking the **HOLD** button. The **HOLD** button changes to **UNHOLD**. *Duration* resets to show the hold time. *Status* changes to *Holding*.
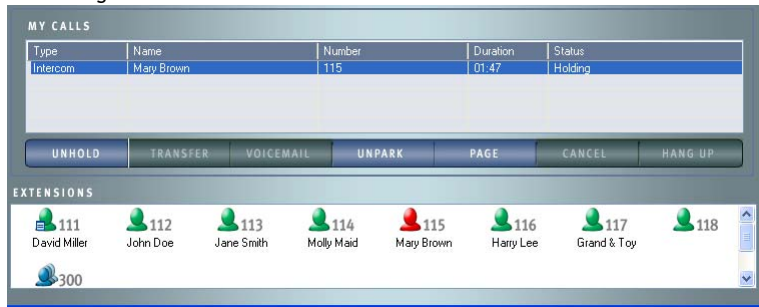
David takes Mary off hold by clicking the **UNHOLD** button. The **UNHOLD** button changes to **HOLD**. *Duration* returns to the connect time. *Status* changes to *Connected*.

TRANSFER

You can transfer a call to another extension so the caller can speak to the user. You have two transfer options:

- Screened transfer — A screened transfer lets the user at another extension decide whether to take the call. If the other user does not want to take the call, tell the caller that the user is not available, and then suggest other options.

- Blind transfer — A blind transfer does not let the user at the other extension decide whether to take the call. If the other user is not available, the call is routed according to the configuration.

Transferring a call with a screened transfer

1. Ensure the other user is available by checking their extension icon in the *Extensions* area.

2. Click **TRANSFER**. The **Transfer** window appears.
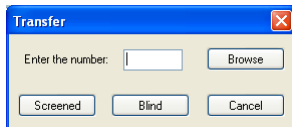
Alternatively, you can right-click the call in the *My Calls* area, and then select **Transfer**.

3. Specify the extension you want to transfer the call to. You can either:

   • Enter the 3-digit extension number.

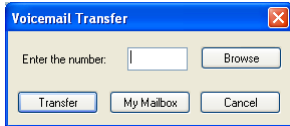   • Click **Browse**, select the extension, and then click **OK**.
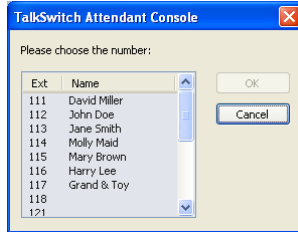
4. Click **Screened**. *Status* changes to *Holding*. The **CANCEL** button in the *My Calls* area is enabled. The other user's phone rings. The **Confirm transfer** window appears.
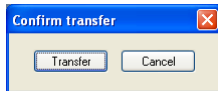
5. To cancel the screened transfer while the other user's phone is ringing, click the **CANCEL** button in the *My Calls* area.

6. When the other user answers, tell them who is calling, and then proceed as directed:

   • If the other user wants to take the call, click **Transfer.** You hear *"Call Transferred"*, and the caller is connected to the other extension.

   • If the other user does not want to take the call, click **Cancel.** You are reconnected to the caller. After telling them that the user is not available, you can suggest other options.

Transferring a call with a blind transfer

1. Drag the call from the *My Calls* area onto an extension icon in the
    Extensions area. You hear *"Call Transferred"*, and the caller is connected
    to the other extension. If the other user is not available, the call is
    routed according to the configuration. The call is removed from the *My
    Calls* area.

Alternatively, you can use the following procedure.

1. Click **TRANSFER**. The **Transfer** window appears.
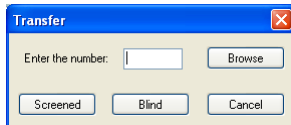
    You can also right-click the call in the *My Calls* area, and then select
    Transfer.

2. Specify the extension you want to transfer the call to. You can either:

    *   Enter the 3-digit extension number.
    *   Click **Browse**, select the extension, and then click **OK**.
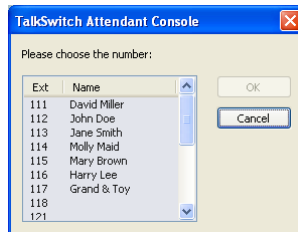
3. Click **Blind**. You hear *"Call Transferred"*, and the caller is connected to the
    other extension. If the other user is not available, the call is routed
    according to the configuration. The call is removed from the *My Calls* area.

TRANSFER TO VOICEMAIL

You can transfer a call to voicemail so the caller can hear an announcement or leave a message without disturbing the user. You can also transfer a call to your own voicemail so the caller can leave a message for you to check later.

Transferring a call to voicemail

1. Click **VOICEMAIL.** The **Voicemail Transfer** window appears.

   You can also right-click the call in the *My Calls* area, and then select **Voicemail**.

2. Specify the voicemail you want to transfer the call to. You can either:

   • Enter the 3-digit voicemail number.

   • Click **Browse**, select the voicemail, and then click **OK**.
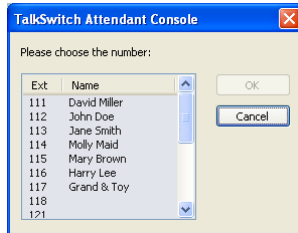
3. Click **Transfer**. You hear *"Call Transferred"*, and the caller is connected to voicemail. *Status* changes to *VoiceMail*. Once the caller hangs up, the call is removed from the *My Calls* area.

Transferring a call to your own voicemail

1. Click **VOICEMAIL.** The **Voicemail Transfer** window appears.
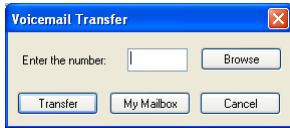
    You can also right-click the call in the *My Calls* area, and then select **Voicemail**.

2. Leave *Enter the number* blank.

3. Click **My Mailbox**. You hear *"Call Transferred"*, and the caller is connected to your voicemail. *Status* changes to *VoiceMail*. Once the caller hangs up, the call is removed from the *My Calls* area.

PARK/UNPARK

You can park a call so a user can answer it from any local extension. Parking a call puts it on hold in a park orbit. The TalkSwitch system has 10 park orbits: 500 to 509.

Parking a call

1. Select the call in the *My Calls* area. The **UNPARK** button changes to **PARK**.

2. Click **PARK**. The call is placed in the next available park orbit, and you hear *"Call parked at 50x"* (e.g. *"Call parked at 505"*). *Duration* is cleared. *Status* changes to *"Parked at 50x"*.

3. Page the user to let them know they have a call parked at 50x. See *Page* on page 37.

    If the phone at the requested extension cannot receive a page, or you do not have overhead paging, either send a text message to the user, or physically tell them they have a call parked at 50x.

    For example, if you park a call for Bob and hear *"Call parked at 505"*, use the Page function and say "*Bob, please pick up 505*".

Answering a parked call using Attendant Console Client

You can answer a parked call from any computer running Attendant Console Client.

1. Click **UNPARK**. The **TalkSwitch Park Orbits** window appears.
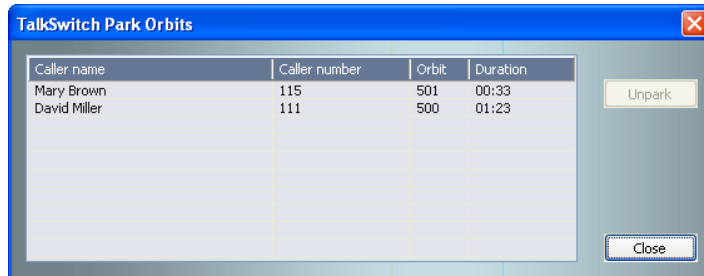
2. Select the call.

3. Click **Unpark**. The call appears in the *My Calls* area. *Duration* resets. *Status* is *Connected*. The call is removed from the *My Calls* area of the user who parked the call.

Answering a parked call using a local extension

You can answer a parked call from any local extension.

1. If the local extension has Direct Line Access enabled, press the **Flash** button.

2. Press ****** and then press the park orbit number (500 to 509).

For example, Bob hears the page saying "*Bob, please pick up 505*". Using any local extension, he presses ****505**. The caller is connected to Bob at that extension.

PAGE

You have three options for paging:

- Ring group — Paging an extension ring group (i.e. group paging) causes all the phones in the extension ring group to automatically answer in speaker mode to receive the page. The phones answer in one-way audio mode to sound the announcement, but do not permit the users to reply.

  For this option to work, the phones in the extension ring group must support group paging. The TalkSwitch TS-80, TS-200, TS-400 and TS-600 phones do support group paging.

- Intercom — Paging an intercom causes the user's phone at the extension to automatically answer in speaker mode to receive the page. The phone answers in two-way audio mode to sound the announcement, and permits the user to reply.

  For this option to work, the phone at the extension must support intercom paging. The TalkSwitch TS-80, TS-200, TS-400 and TS-600 phones do support intercom paging.

- Overhead — Overhead paging connects you to an overhead public address system.

  For this option to work, the TalkSwitch unit must be connected to an overhead public address system.

Paging an extension ring group

1. Click **PAGE**. The **Page** window appears.
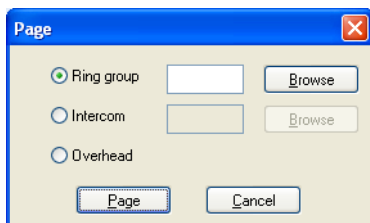
2. Select the *Ring group* option.

3. Enter the extension ring group number (300–309), or click **Browse** to select an extension ring group from the list.

4. Click **Page**. The **After Page** window appears.
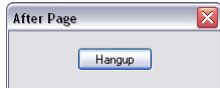
5. Pick up your handset and make your announcement.

6. Click **Hangup** to end the page.

Paging an intercom

1. Click **PAGE**. The **Page** window appears.

2. Select the *Intercom* option.

3. Enter the user's extension number, or click **Browse** to select an extension from the list.

4. Click **Page**. The **After Page** window appears.

5. Pick up your handset and make your announcement.

6. Click **Hangup** to end the page.

Paging with an overhead public address system

1. Click **PAGE**. The **Page** window appears.

2. Select the *Overhead* option.

3. Click **Page**. The **After Page** window appears.

4. Pick up your handset and make your announcement.

5. Click **Hangup** to end the page.

CANCEL

You can cancel a screened transfer while the other user's phone is ringing. See *Transferring a call with a screened transfer* on page 31.

Canceling a screened transfer

1. After clicking **Screened**, but before the other user answers their phone, click **CANCEL**.

HANG UP

You can hang up a call when *Status* is *Connected* or *Ringing*.

Hanging up a call

1. Select the call in the *My Calls* area.

2. Click **HANG UP**. The call ends.

REDIRECT

If another extension is receiving a call, its extension icon will flash red. If you know the other user isn't available, you can redirect the call to your extension.

If a local extension is receiving a call, its extension icon will flash red. If an extension ring group is receiving a call, all the extension icons of its local extensions will flash red. However the extension icon of the extension ring group itself will not flash.

Redirecting a call

1. Right-click the extension icon that is flashing red, and then select **Redirect**. The call will be transferred to your extension.

CHAT

The Chat feature provides instant text messaging between users running Attendant Console Client. It can be used to confirm the availability of a recipient before transferring calls, exchanging essential information, sending and receiving links, and an endless variety of other purposes. Chat is your private channel to manage your calls and callers.

You are automatically made available for chat when you start Attendant Console Client. However you can indicate that you are not available for chat if you don't want to be disturbed.

If you are available for chat, a note icon appears on your extension icon in the *Extensions* area. If you are unavailable, the note icon is removed from your extension icon.

You can only chat with a user at a local extension, not with a user at a remote extension or extension ring group.

In the following examples, David Miller (111) and Mary Brown (115) are available for chat, and David will send Mary a message. The other users are unavailable for chat.

Indicating that you are not available for chat

1. Right-click your extension icon, and then select **Unavailable for chat**. The note icon is removed from your extension icon, as shown below, and other users will not be able to send you text messages.

Alternatively, you can choose **Chat > Unavailable for chat**.

Indicating that you are available for chat

1. Right-click your extension icon, and then select **Available for chat**. The note icon is added to your extension icon, as shown below, and other users can send you text messages.

Alternatively, you can choose **Chat > Available for chat**.

Sending a text message

1. Right-click the other user's extension icon in the *Extensions* area, and then select **Chat**. The **Talking To** window appears.
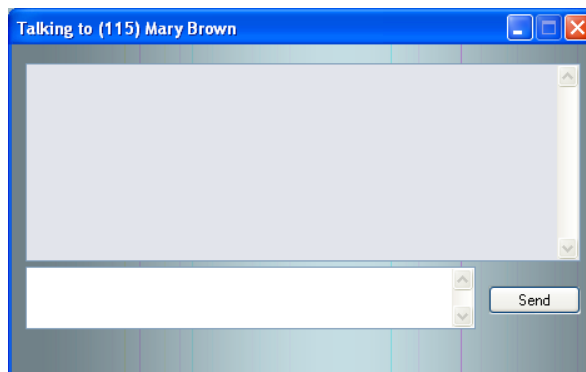
2. Type your message into the lower text box.
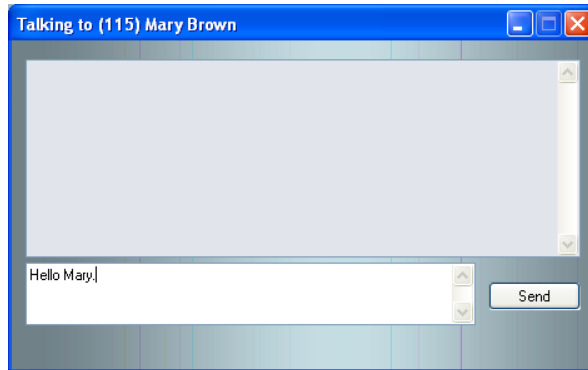
You can also copy text and/or hyperlinks from other applications and paste them into the chat window.

3. Press **Enter** or click **Send**. Your message moves to the upper text box. The upper text box will show all messages sent by both users.
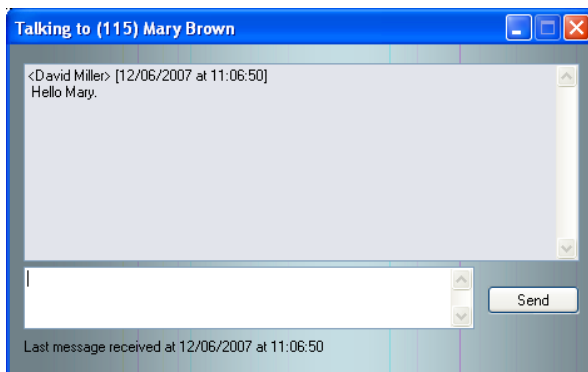
Depending on the other user's client preferences, a pop-up notification appears on their screen, and a tone sounds on their computer.
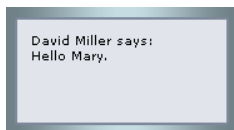
4. The other user clicks the pop-up notification or the **Talking To** icon in the task bar. Their **Talking To** window appears, and they can type and send a response.
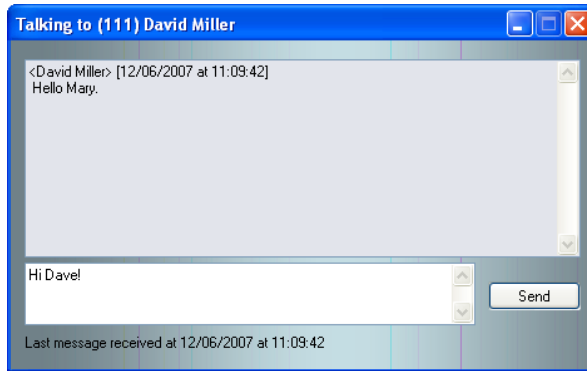
CALL

The Call feature allows users running Attendant Console Client to call each other, even if they are not available to chat.

You can call a local extension, remote extension, or extension ring group.

Calling another user

1. Right-click the other user's extension icon in the *Extensions* area, and then select **Call**. The extension you are calling and your extension enter intercom mode, and both extensions ring.

   Alternatively, you can click and drag the other user's extension icon to the *My Calls* area.

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